

Claims Clues

A Monthly Publication of the AHCCCS Claims Department

September, 2001

Changes Coming to Behavioral Health

The Arizona Department of Health Services/Division of Behavioral Health (ADHS/BHS) will be making changes to the array of covered behavioral health services effective October 3, 2001.

These changes are designed to provide a more flexible service package, to support development of individual/family-centered delivery models, and to recognize

and reimburse support services provided by certain non-licensed providers such as community service providers.

The changes have resulted in the need to assign new AHCCCS provider types to many AHCCCS-registered behavioral health providers. Also, certain providers licensed by the ADHS Office of Behavioral Health Licensure will be eligible to be reimbursed for

services provided to Title XIX (Medicaid) recipients. These providers must register with AHCCCS. Providers impacted by these changes have been notified.

The new provider types and new provider IDs that will be assigned to the affected providers will become effective October 3. Providers must use their current ID numbers until that time.

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IHS Practitioners Must Bill Medicare Part B

Effective with claims for dates of service on and after July 1, 2001, Indian Health Service (IHS) physicians and other practitioners must bill Medicare Part B for services furnished in hospitals and ambulatory care clinics when a recipient is both Medicare and AHCCCS eligible.

In addition to physicians, this requirement applies to podiatrists,



dentists, psychologists, optometrists, physician assistants,

nurse practitioners, certified nurse-midwives, audiologists, certified registered nurse anesthetists, and therapists (occupational, physical, respiratory, and speech).

Previously, these providers have "zero-filled" their HCFA 1500 claims for AHCCCS recipients covered by Medicare, since they could not be reimbursed by

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Provider Asked to Verify Tax ID Numbers

The AHCCCS Administration is sending letters to providers asking them to verify the ownership of the tax identification number associated with each provider's record on file at AHCCCS.

The verification process is needed in order to insure that revenue paid to providers by AHCCCS is accurately reported to the Internal Revenue Service.

Providers will receive a form W-9 (Request for Taxpayer Identification Number and Certification). The form shows the name of the individual or business identified in AHCCCS files as the owner of the tax identification number. Providers are asked to verify the information and make any corrections to the information on file.

The first letters will be sent this

month, with additional mailings scheduled for October. Providers are asked to respond to the letters in a timely fashion.

Providers who have questions about the tax ID verification process should contact AHCCCS Provider Registration at:

- (602) 417-7670 (Option 5)
- 1-800-794-6862 (In state)
- 1-800-523-0231 Ext. 7670 (Out of state)



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Here is a list of phone numbers for providers to contact with questions about:

- License or Title XIX

certification: ADHS/OBHL,
(602) 674-4300

- AHCCCS registration:
AHCCCS Provider Registration,
(602) 417-7670, Option 5

- Other ADHS/BHS issues:
Suzanne Rabideau, (602) 381-8999, extension 227
- Other AHCCCS issues: Diane Somerville, (602) 417-4648 □

IHS Practitioners Must Bill Medicare Part B

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Medicare. Now these providers will bill Medicare first for the dual eligibles.

TrailBlazer Health Enterprises, the IHS Medicare Part B carrier, will automatically cross the claims over to AHCCCS for payment of

coinsurance and deductible. IHS providers should not submit paper claims to AHCCCS for payment of the Medicare coinsurance and deductible.

The Medicare, Medicaid, and SCHIP Benefits Improvement and Protection Act of 2000 extended

Medicare payment to physicians and other practitioners for services furnished in hospitals and ambulatory care clinics, effective July 1, 2001. Previously, Medicare reimbursement was limited to IHS hospitals and skilled nursing facilities. □



Meet the FFS Claims Administration

Diane M. Sanders **Claims Administrator**

As Claims Administrator, Diane has overall responsibility for the operation of the Claims Department and its more than 70 employees.

She has nearly 30 years experience in all aspects of claims, including six years with two AHCCCS health plans as director of claims. She joined AHCCCS in April 2000 as the Claims Operations Manager and was promoted to Claims Administrator in February, 2001.

Phone: (602) 417-4562

Fax: (602) 253-5472

E-mail:

dmsanders@ahcccs.state.az.us

Rebecca Fields **Claims Operations Manager**

Rebecca oversees all operational functions of the Claims Department, including the intake of paper and electronic claims; data entry; research and adjudication; customer service; testing, technical assistance, and system coordination; and reinsurance.

She has 16 years experience in claims. Rebecca joined AHCCCS in June after spending three years as claims manager at Lifemark, an AHCCCS program contractor.

Phone: (602) 417-4411

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rxfields@ahcccs.state.az.us

Kyra Westlake **Claims Policy Manager**

Kyra oversees the Claims policy development, training, and provider registration functions. Her section also maintains the reference tables in the AHCCCS system and is responsible for the preparation of the *AHCCCS Fee-For-Service Provider Manual* and *Claims Clues*.

She joined AHCCCS in July. She has 15 years experience in claims management with managed care organizations and insurance carriers.

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